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Future Service Management (FSM) Readiness Group Terms of Reference v1.0

1. Role of the FSM Readiness Group

The FSM Readiness Group is a temporary sub-Group of the SEC Operations Group (OPSG) established to assess FSM Go-Live readiness by reviewing the LSC report and User Testing defects.

The FSM Readiness Group will provide a focused environment for engagement between the Data Communications Company (DCC) and SEC Parties in the period of FSM User Testing and Go-Live.

The FSM Readiness Group is not a decision-making body but will make recommendations to the OPSG. The FSM Readiness Group will remain in place until so directed by the OPSG.

2. Purpose

The purpose of the FSM Readiness Group is to:

- Obtain frequent progress updates from the DCC regarding FSM issues and defects;
- Facilitate full transparency and collaboration between DCC and SEC Parties in the period of operation on FSM defects;
- Provide the OPSG with the information that it needs to make LSC decisions for FSM;
- Monitor any remaining defects post FSM Go-Live and their operational impacts; and
- Monitor any Incidents and defects that are raised post Go-Live and inform the OPSG on the operational impacts.

3. Relationship to the SEC Sub-committees

The OPSG

(a) The FSM Readiness Group is established as a Sub-Group of the OPSG and unless otherwise specifically defined and approved by the OPSG, it will follow the OPSG procedures for governance and other matters.

(b) The OPSG will approve the FSM Readiness Group Terms of Reference, and any changes to it.

(c) The OPSG Chair will propose the chair of the FSM Readiness Group for approval by the OPSG.

(d) The FSM Readiness Group will provide monthly updates of its proceedings available to the OPSG.

(e) Relevant recommendations reached by the FSM Readiness Group, will be put to the OPSG for approval.

The TAG

- (a) The TAG shall provide a view on FSM User Testing outcomes to the FSM Readiness Group for review; and
- (b) The FSM Readiness Group shall take direction from the outputs of the User Testing from the TAG to help inform its assessment of operational readiness and the LSC review for FSM Go-Live.

4. Proceedings of the FSM Readiness Group

4.1. Meetings

The FSM Readiness Group shall meet with such frequency determined by the OPSG, or the FSM Readiness Group Chair at the request of the OPSG, in order to meet the functions of the FSM Readiness Group.

Meetings may take the form of:

- teleconferences/online meetings; or
- circulation of materials for review and comment by correspondence;

Meetings will be recorded and transcribed for the sole purpose of the production of meeting minutes.

4.2. Quorum

Whilst the FSM Readiness Group has no formal decision-making powers, to facilitate full discussions and recommendations to the OPSG the quorum for each FSM Readiness Group meeting shall be one half of all Members appointed at the relevant time, at least one of whom must be the FSM Readiness Group Chair or the FSM Readiness Group Chair's nominated alternate.

4.3. Meeting Notice & Papers

Each meeting shall be convened by the Secretariat. A minimum of five Working Days' notice shall be provided (or such shorter notice as directed by the OPSG or the FSM Readiness Group Chair at the request of the OPSG).

Notice of each meeting shall be accompanied by:

- Time and date of the meeting; and
- Agenda and supporting papers.

4.4. FSM Readiness Group Chair

The OPSG shall approve the appointment of the FSM Readiness Group Chair from SECCo and shall review the appointment as necessary.

4.5. Duties and Powers

The FSM Readiness Group does not possess any decision-making powers, however will provide recommendations to the OPSG on the state of FSM Go-Live readiness and post Go-Live activities for FSM.

4.6. Duration

The FSM Readiness Group is an interim Group with the OPSG determining when the Group should be dissolved. As such, the requirement for the FSM Readiness Group to continue will be reviewed from time to time by the OPSG.

4.7. Membership

The Secretariat will notify SEC Parties of available seats on the FSM Readiness Group.

When this occurs, the OPSG shall invite applications from individuals to serve on the FSM Readiness Group in accordance with SEC Section C6.7. Those individuals shall be of suitable experience and qualifications required to fulfil the duties of the FSM Readiness Group.

When this occurs, applications will be approved by the OPSG for ascension of Members to the FSM Readiness Group.

The OPSG shall admit or remove any person from the FSM Readiness Group as it considers appropriate. The OPSG will assess applications from individuals and will determine membership, having regard to sufficiency of expertise and representation of DCC User Roles.

Members shall act independently, not as a delegate, and without undue regard to the interests, of any Related Person and will act in a manner designed to facilitate the performance by the Panel of its duties under the SEC.

Members should propose another natural person to act as their Alternate. The Chair must approve such appointment. The alternate, once approved, may attend the FSM Readiness Group and must act in the capacity as Alternate to discharge the member's duties.

4.8. Membership Confirmation

Candidates will be required to provide written confirmation to SECCo that:

- They agree to serve on the FSM Readiness Group in accordance with the Panel duties and SEC Obligations; and
- They will be available as reasonably required by the Sub-Group to attend meetings and undertake work outside of the meetings.

4.9. FSM Readiness Group Chair

The FSM Readiness Group will be chaired by SECCo and supported by SECAS.

4.10. Powers and Voting

a) The FSM Readiness Group operates under the oversight of the OPSG and in accordance with SEC governance.

b) As the FSM Readiness Group is not a decision-making body, voting will only be used as a method of assessing support for a particular view. Wherever possible, recommendations to the OPSG will be agreed by consensus. In the event of material differences of views across Members, this shall be reported to OPSG to determine the way forward.

4.11. Deliverables and Scope

The FSM Readiness Group will be responsible for providing recommendations on the state of FSM Go-Live readiness, and post Go-Live on the status of extant defects uncovered during User Testing for FSM.

The FSM Readiness Group will additionally provide input where appropriate into the consideration of issues which arise relating to FSM once Go-Live has taken place whilst the Group is in operation; however the FSM Readiness Group is not intended to provide long-term support for FSM following the period of initial Go-Live, and regard will be given as to whether issues which arise should be addressed through the FSM Readiness Group or the OPSG.

The FSM Readiness Group Chair will provide monthly progress updates to the OPSG. Where the OPSG agrees further escalation is required, the OPSG Chair will be responsible for escalating to the SEC Panel.

5. Confidentiality and Disclosure

Agenda items, papers and discussions will be assigned an information sharing level in line with the [Panel Information Policy](#).

Information sharing levels will be suggested by participants when providing information and determined by the Chair.

As an FSM Readiness Group Member, each participant will be asked to undertake in writing to abide by the confidentiality and disclosure provisions in relation to each information sharing level as described above, by signing the Confidentiality and Disclosure Agreement in Appendix A to these Terms of Reference.

Individuals who the FSM Readiness Group Chair has invited to attend a meeting of the FSM Readiness Group will also be asked to sign the Confidentiality and Disclosure Agreement but will only be permitted to attend the FSM Readiness Group during discussions on agenda items relevant to their organisation.

FSM Readiness Group Members who breach the rules of the confidentiality and disclosure provisions under any information sharing level shall have their FSM Readiness Group membership ceased.

6. Review

The Terms of Reference, membership and operation of the FSM Readiness Group will be reviewed as directed by the OPSG. They may also be reviewed at any time as required. Amendments to these Terms of Reference will be approved by the OPSG.

APPENDIX A

Confidentiality and Disclosure Agreement

I, the undersigned, have read and understood the Future Service Management (FSM) Readiness Group Terms of Reference.

I understand that I am required to comply with the confidentiality and disclosure obligations in respect of each of the information sharing levels (CLEAR, GREEN, AMBER, AMBER-STRICT and RED), as set out in the Terms of Reference.

I understand that I must declare any conflict of interest to the FSM Readiness Group Chair whether it exists now or during my continued membership of the group, as soon as I become aware that such a conflict exists.

I understand that should I fail to abide by the information sharing levels confidentiality and disclosure obligations or conflict arrangements (as set out in the FSM Readiness Group Terms of Reference) I may be excluded from the FSM Readiness Group.

Having understood and accepted the above statements, I therefore agree to abide by the Terms of Reference in my engagement with this group.

Name:

SEC Party Category:

Primary/Alternative Participant:

Signature:

Date:

Terms of Reference

Dated: